

TOYOTA CUSTOMER SERVICES

RECEIVED
NVS-215

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☒ Action
☒ Retain
☐ Information

INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS
VICE PRESIDENTS
OFFICE OF DEFECTS INVESTIGATION

FROM: DAVE ZELLERS, *Dave*
CORPORATE PRODUCT QUALITY & SERVICE SUPPORT MANAGER

SUBJECT: LATE 2002 TO EARLY 2003 MODEL YEAR TOYOTA CELICA FUEL TANK CHECK VALVE - DEALER STOCK VEHICLES

03V-074

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall. TMS has identified some vehicles remaining in dealer inventory and request your support in assuring that these vehicles are stopped and repaired prior to being delivered to customers.

To assist dealers in conducting these repairs, we will be sending draft Technical Instructions, a sample tool and a listing of affected vehicles, which according to our records may still be in dealer inventory.

The following vital information is provided to inform you and your staff of the inspection information.

1. Condition

In certain late 2002 and early 2003 model year Celica vehicles, the fuel tank check valve, located in the fuel tank inlet pipe, may become separated from the inlet pipe and fall into the fuel tank. If the check valve falls into the tank, fuel may spill from the fuel inlet pipe when the fuel pump automatically shuts off during fueling.

2. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

3. Dealer Inspection Package

The following items will be overnighted to all Toyota dealer Service Managers on February 28, 2003.

- Dealer Letter
- Inspection Instructions
- Inspection Tool

Please review this entire vehicle inspection/repair package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

J. Beseda	J. Hanson	D. Pettitt
E. Bastien	Y. Higaki	J. Press
D. Cecconi	W. Hodge	E. Schutte
D. Cleveland	Y. Inaba	D. Stephenson
R. Daly	N. Kawakami	E. Taira
A. DeCarr	J. Kramer	J. Tetherow
V. Dutcher	J. Lang	Y. Ushiyama
F. English	K. Masumoto	A. Vaish
B. Ertmann	R. McPhall	R. Waltz
D. Esmond	I. Miller	M. Yamaguchi
G. Fogg	D. Ogilvie	
K. Fukuda	J. Olson	

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
P.O. Box 2722
Torrance, CA 90509-2722

TO: ALL TOYOTA SERVICE MANAGERS

SUBJECT: LATE 2002 TO EARLY 2003 MODEL YEAR TOYOTA CELICA FUEL TANK CHECK VALVE - DEALER STOCK VEHICLES

On February 18, 2003 Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding a fuel tank check valve on approximately 15,000 Celica vehicles with the intent to initiate a Special Service Campaign. A dealer package including official technical instructions, additional special tools and reimbursement procedures will be mailed to dealers in mid-March.

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall. TMS has identified some vehicles remaining in dealer inventory and request your support in assuring that these vehicles are stopped and repaired prior to being delivered to customers.

The following vital information is provided to inform you and your staff of the inspection information and your degree of involvement.

1. Condition

In certain late 2002 and early 2003 Model Year Celica vehicles, the fuel tank check valve, located in the fuel tank inlet pipe, may become separated from the inlet pipe and fall into the fuel tank. If the check valve falls into the tank, fuel may spill from the fuel inlet pipe when the fuel pump automatically shuts off during fueling.

2. Vehicles In Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

3. Dealer Lists

We have enclosed a VIN list of vehicles that according to our records are in your Dealer Inventory.

4. Inspection Procedures

Refer to the attached Inspection Instructions. A sample special tool has been provided with this package. Additional special tools will be supplied to you with the official SSC announcement package in mid-March.

5. Reimbursement Procedures

Reimbursement procedures will be available shortly in the official SSC announcement package. Please hold claims until the receipt of the reimbursement information, which will include inspection only operation code information.

6. Customer Vehicles

As communicated earlier through Dealer Dally, owner notification letters will begin mailing in late March, 2003. In the event you are contacted by a vehicle owner, who reports fuel spillage from the fuel inlet when the fuel pump automatically shuts off, please continue to conduct the appropriate repairs to the vehicles. Dealers having difficulty diagnosing this condition may contact the TAS hotline.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this vehicle inspection.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

DRAFT

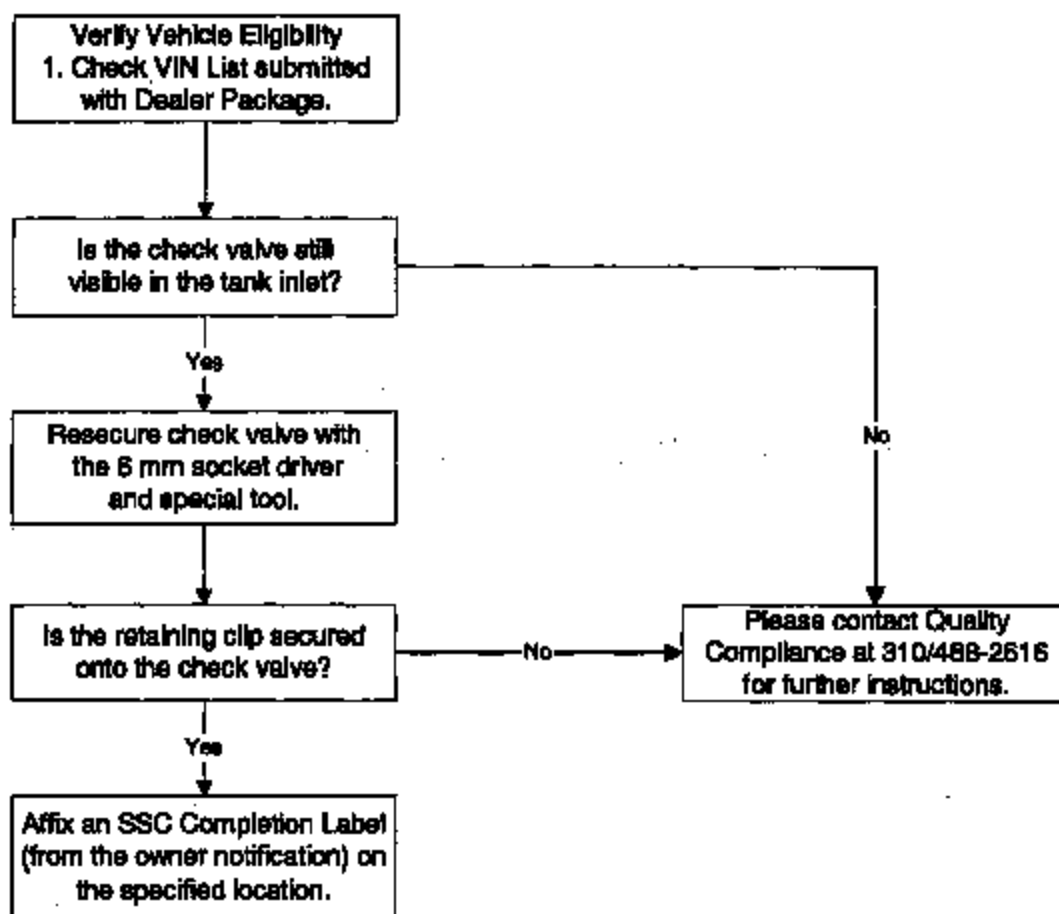
INSPECTION INSTRUCTIONS

FOR

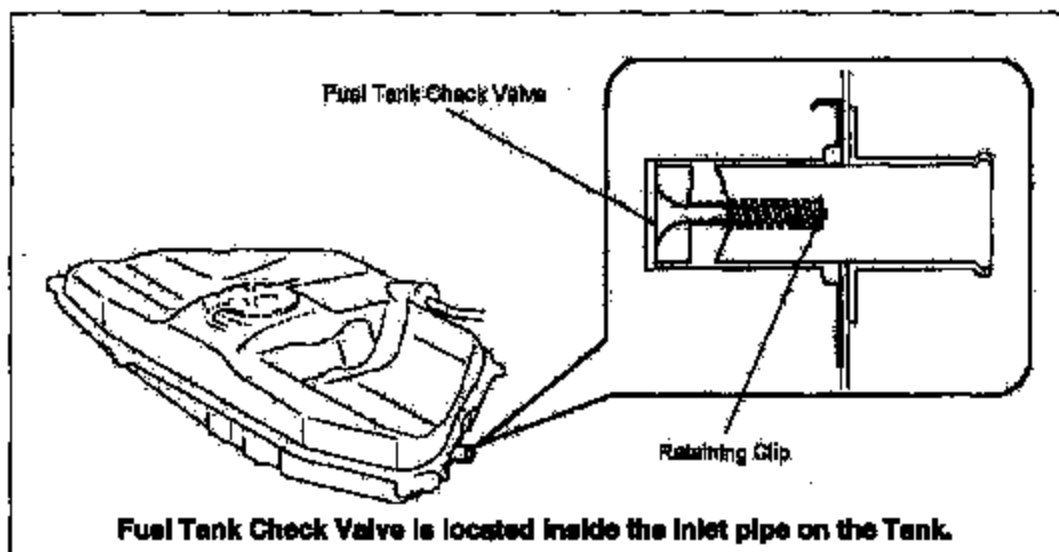
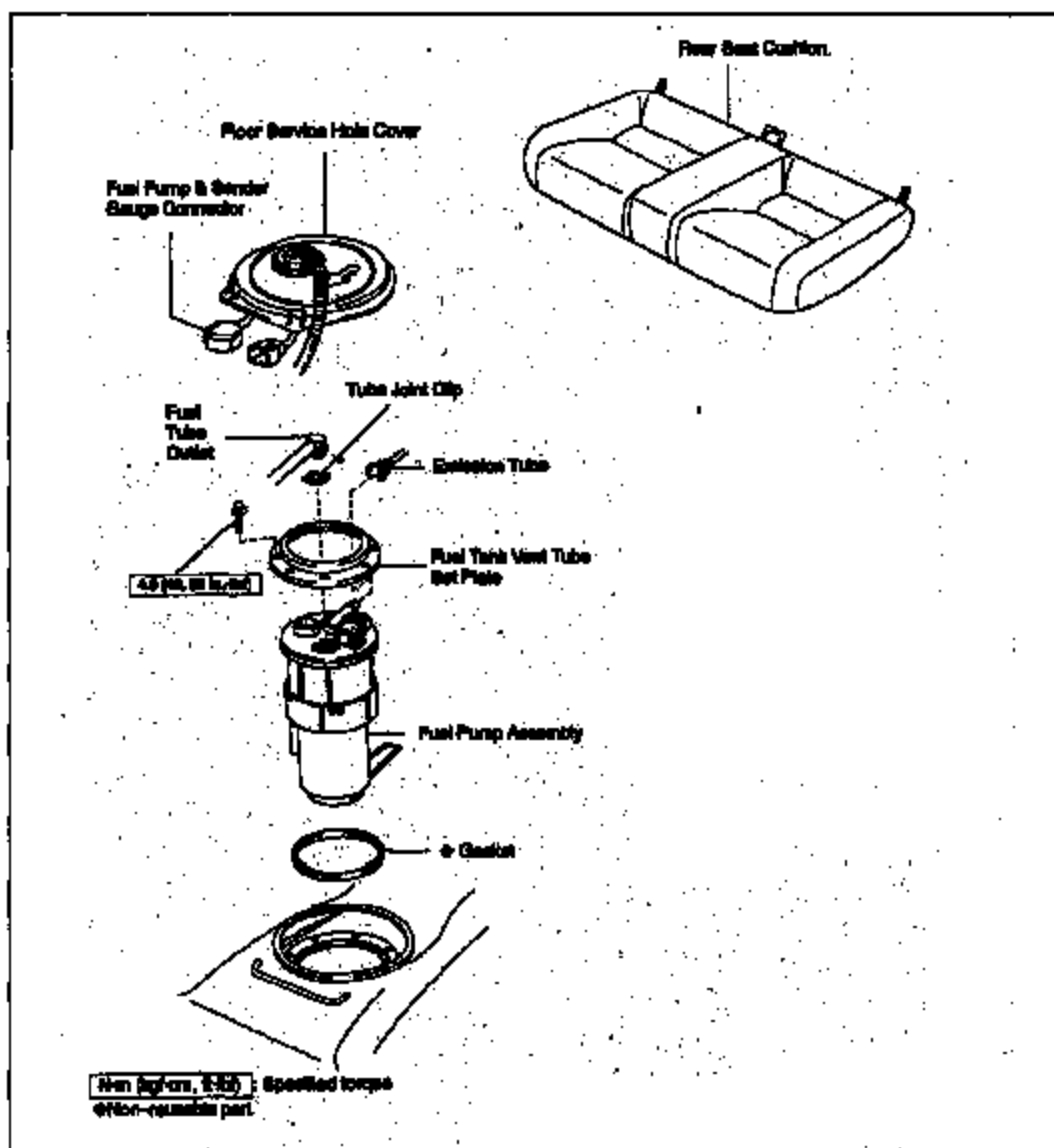
SPECIAL SERVICE CAMPAIGN 30B

**LATE 2002 – EARLY 2003 MY TOYOTA CELICA
FUEL TANK CHECK VALVE**

I. OPERATION FLOW CHART



II. LOCATION OF COMPONENTS



III. AFFECTED VEHICLES

Only inspect vehicles included in the enclosed dealer VIN list.

IV. PREPARATION

A. PARTS

Part Number	Part Description	Qty/Vehicle
77169-33020	Kit, Gasket	1

B. TOOLS

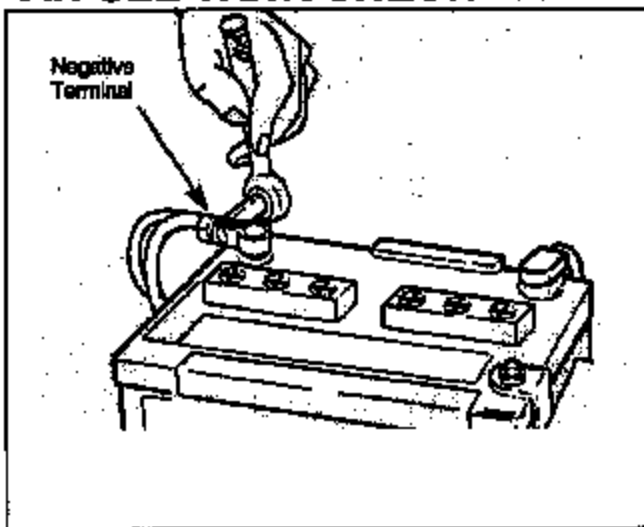
- Standard tools
- Torque wrench
- Special Tool (included in the Dealer package)
- Plastic bag

Fuel storage cart (Available through
your Dealer Equipment Catalog)



V. WORK PROCEDURE

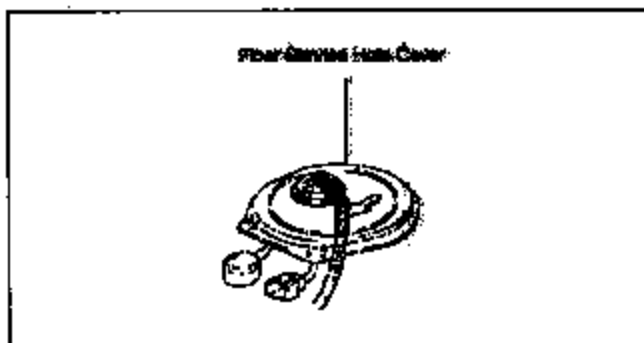
A. FUEL TANK CHECK VALVE INSPECTION



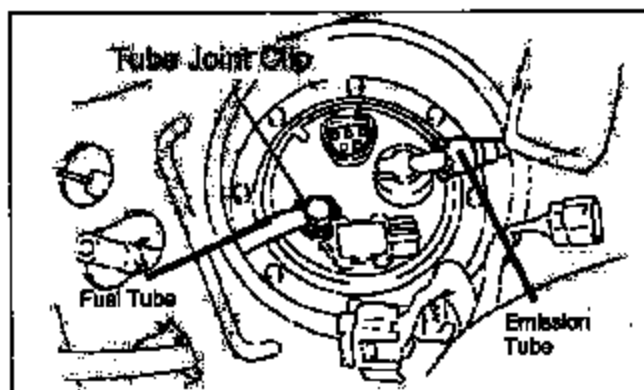
CAUTION:

DO NOT SMOKE OR WORK NEAR AN OPEN FLAME WHEN WORKING ON THE FUEL SYSTEM.

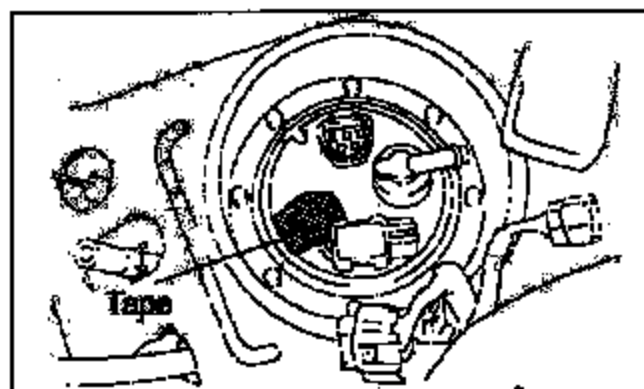
1. PLACE THE VEHICLE ON A LIFT
2. NOTE THE AMOUNT OF FUEL REMAINING IN THE TANK AND THE RADIO STATION PRESETS
3. CONFIRM THAT THE IGNITION SWITCH IS IN THE LOCK POSITION
4. DISCONNECT THE NEGATIVE BATTERY TERMINAL
5. RAISE THE REAR SEAT CUSHION



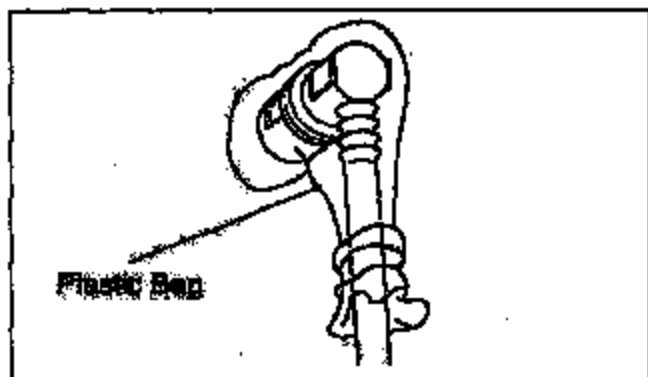
6. REMOVE THE FLOOR SERVICE HOLE COVER
7. CLEAN AWAY ANY DIRT AND DEBRIS FROM THE TOP OF THE FUEL PUMP ASSEMBLY
8. DISCONNECT THE FOLLOWING:
 - SENDER GAUGE CONNECTOR
 - VAPOR PRESSURE SENSOR CONNECTOR



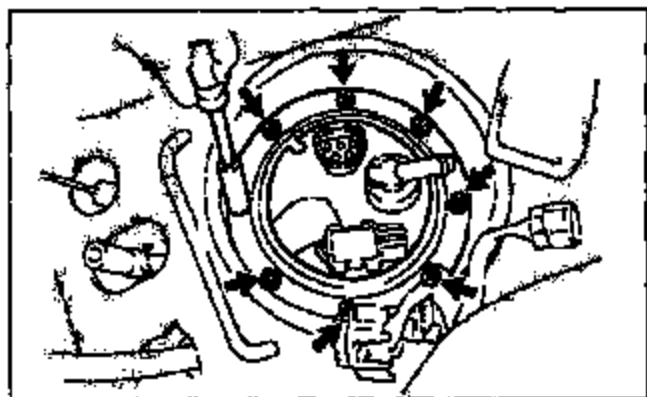
9. DISCONNECT THE FUEL TUBE AND THE EMISSION TUBE
 - a. Remove the tube joint clip from the fuel suction plate.
 - b. Disconnect the fuel tube.
 - c. Disconnect the emission tube from the fuel pump assembly.



- d. Cover the port with tape to prevent contamination.

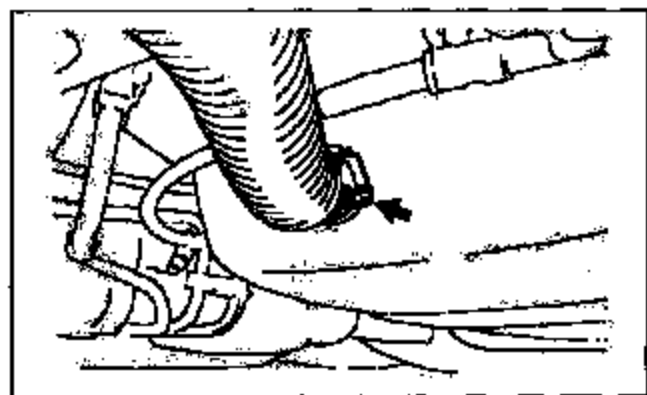


- e. Protect the disconnected fuel tube from damage and debris by covering it with a plastic bag.



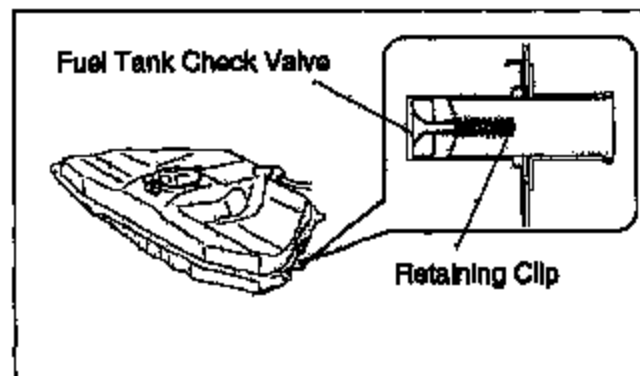
10. REMOVE THE FUEL PUMP ASSEMBLY FROM FUEL TANK

- a. Remove the eight bolts and fuel tank vent tube set plate.
- b. Remove the fuel pump assembly.
NOTE:
 - Do not damage the fuel pump filter.
 - Do not deform the arm of the sender gauge.
 - Fuel may still be left in the fuel pump assembly. Take care to not spill any fuel within the vehicle.
- c. Remove and discard the old gasket from the fuel pump assembly.
- d. Drain any remaining fuel from the fuel tank through the floor service hole.



11. DISCONNECT THE FUEL FILLER PIPE HOSE

- a. Raise the vehicle.
- b. Loosen the hose clamp
- c. Disconnect the hose for the fuel filler pipe.

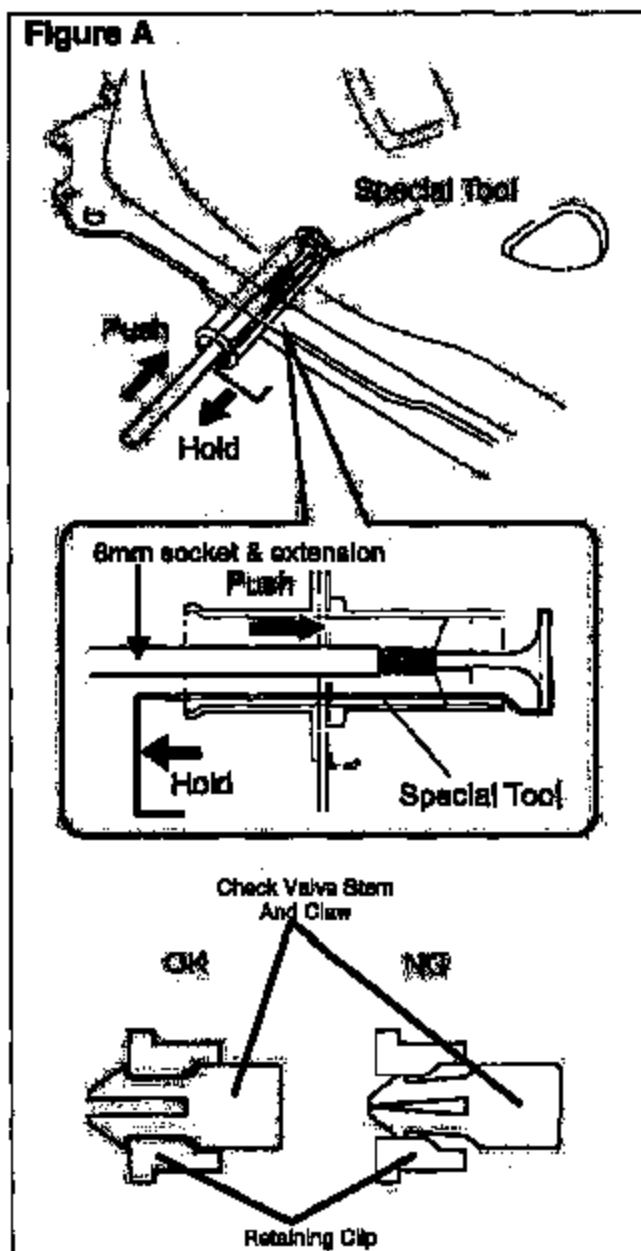


12. INSPECT FUEL TANK CHECK VALVE

Look inside the fuel tank inlet and visually confirm that the fuel tank check valve is still in place.

- If the fuel tank check valve is still in place, proceed to Step 13.
- If the fuel tank check valve is missing (inside of tank visible), contact the Quality Compliance Dept. at 310/468-2616 for further instructions.

Figure A



A short instructional video on the inspection and repair process can be viewed by clicking on: *(Coming Soon to TIS)*

13. RESECURE/REPAIR FUEL TANK CHECK VALVE

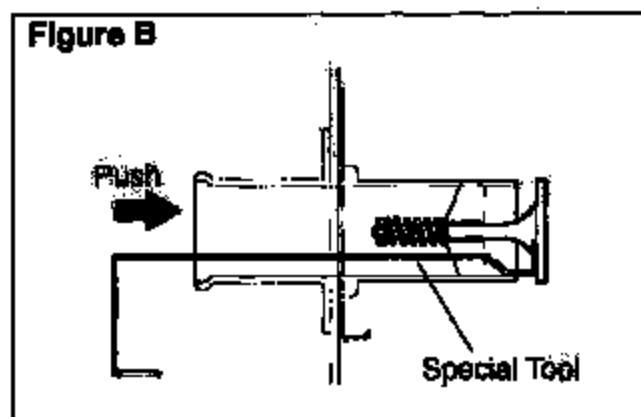
- You will be engaging the check valve stem into the retaining clip (See Figure A). Slowly insert the special tool (wire) through the fuel tank inlet and hook the fuel tank check valve with the hook portion of the tool.
- While using the special tool provided to hold the check valve, use a 6 mm socket wrench with a $\frac{1}{4}$ inch extension to push down on the retaining clip. Gently push down on the retaining clip until a "click" noise can be heard.

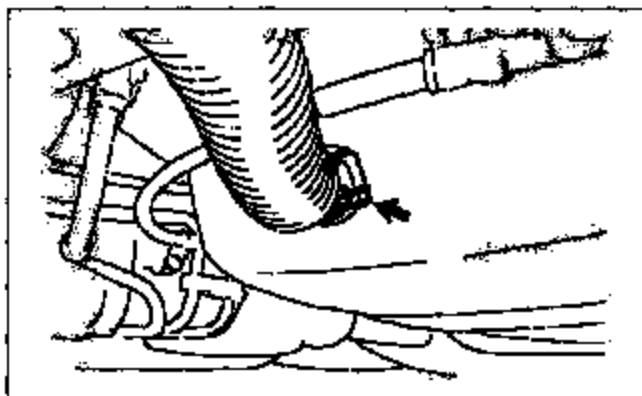
NOTE:

- Push on the retaining clip evenly to prevent it from falling off.
- It may be possible that the retaining clip may be deformed. If a click is not heard, use the following checks to ensure that the retaining claw is not deformed.

- While gently pushing on the retaining clip with the 6 mm socket, carefully remove the special tool.
- Using the special tool, gently push on the fuel tank check valve to confirm that it has not fallen off (See Figure B).
 - If the fuel tank check valve is still in place, proceed to Step 14 (Page 8).
 - If the fuel tank check valve has fallen off, contact the Quality Compliance Dept. at 310/468-2616 for further instructions.

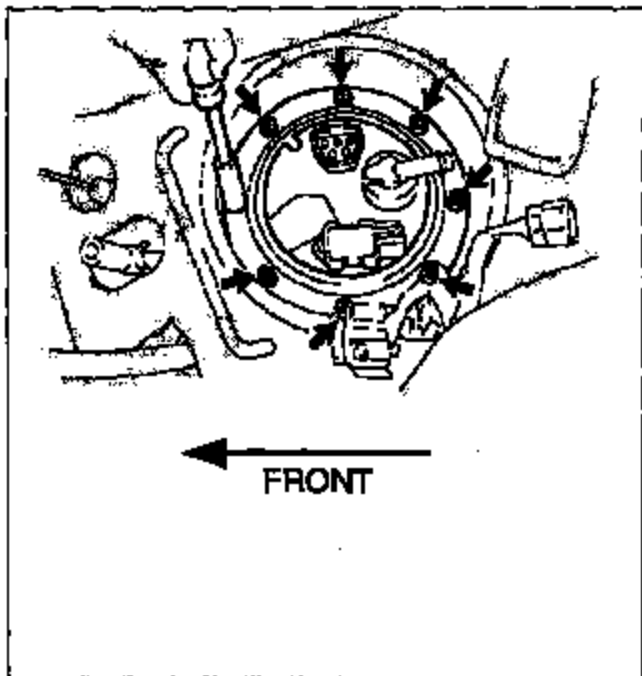
Figure B





14. RECONNECT THE FUEL FILLER PIPE HOSE

- Reconnect the hose for the fuel filler pipe.
- Tighten the hose clamp.
- Lower the vehicle.



15. REINSTALL THE FUEL PUMP ASSEMBLY

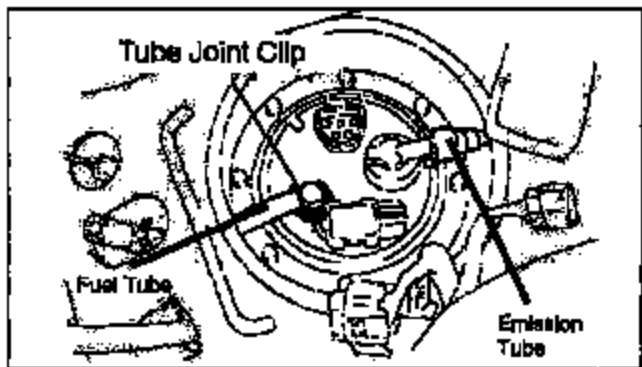
- Install the new gasket on the fuel pump assembly.
- Reinstall the fuel pump assembly into the fuel tank.

NOTE:

- Do not damage the fuel pump filter.
 - Do not deform the arm of the sender gauge.
- Reinstall fuel tank vent tube set plate and the eight bolts into the fuel tank.

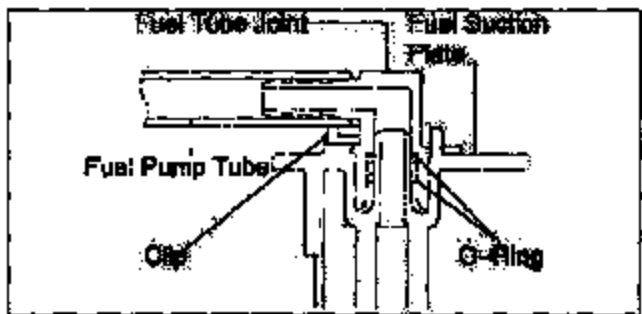
Torque:

4.0 N•m (40 kgf•cm, 35 in•lb)



16. RECONNECT THE FUEL TUBE

- Wipe down the fuel tube.
- Reconnect the fuel tube and emission tube to the fuel pump assembly.
- Reconnect the tube joint clip to the fuel suction plate.



NOTE:

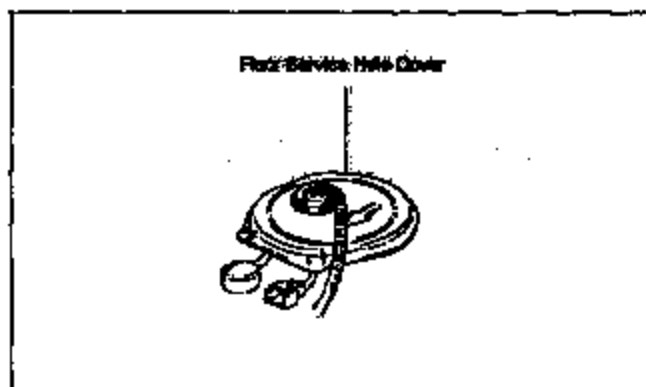
- Confirm that the connector is fully inserted and secure.
- Confirm that the tube joint clip is on the collar of the connector.
- After the reinstallation of the tube joint clip, confirm that the connector has not come off.

17. RECONNECT THE FOLLOWING:

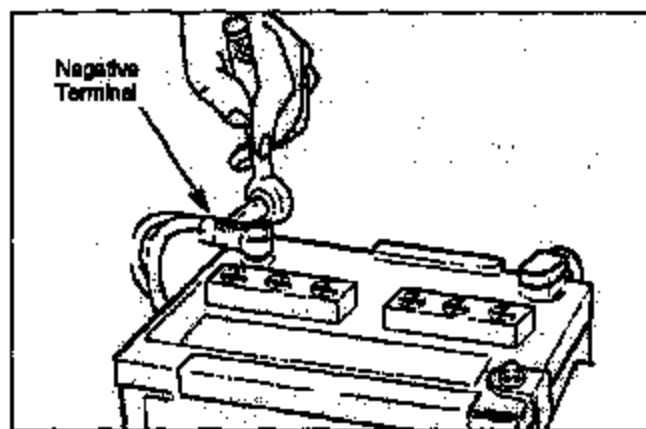
- **SENDER GAUGE CONNECTOR**
- **VAPOR PRESSURE SENSOR CONNECTOR**

NOTE:

Temporarily reconnect the battery.
Restart the engine to check for fuel leaks.



18. REINSTALL THE FLOOR SERVICE HOLE COVER



19. REINSTALL THE REAR SEAT CUSHION

NOTE:

Ensure that the seat belt buckles are in the proper location.

20. RECONNECT THE BATTERY

21. RESET THE RADIO STATION PRESETS

22. REFILL THE FUEL TANK WITH THE SAME AMOUNT OF FUEL PRIOR TO PERFORMING THE REPAIR.

VI. SSC COMPLETION LABEL INSTALLATION

1. After completing the repair and before returning the vehicle to the owner, an SSC completion label that is enclosed in the owner's notification letter must be affixed to the left front door hinge post near the check strap.

2. The label is to be filled out as follows:

- Write in SSC 30B.
- Write in the date the repair was performed.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

3. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.